

FIG. 1

100

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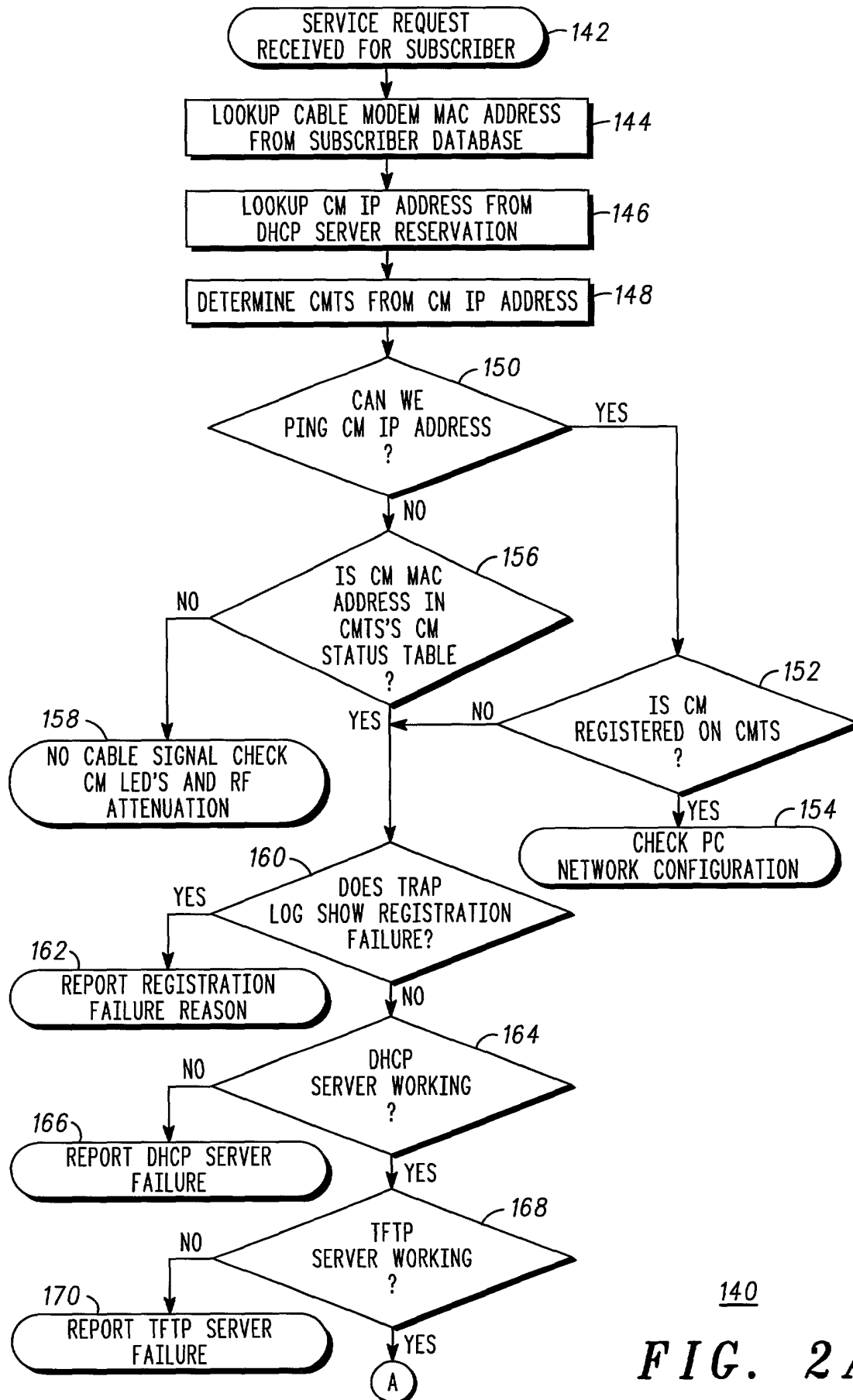


FIG. 2A

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FIG. 2B

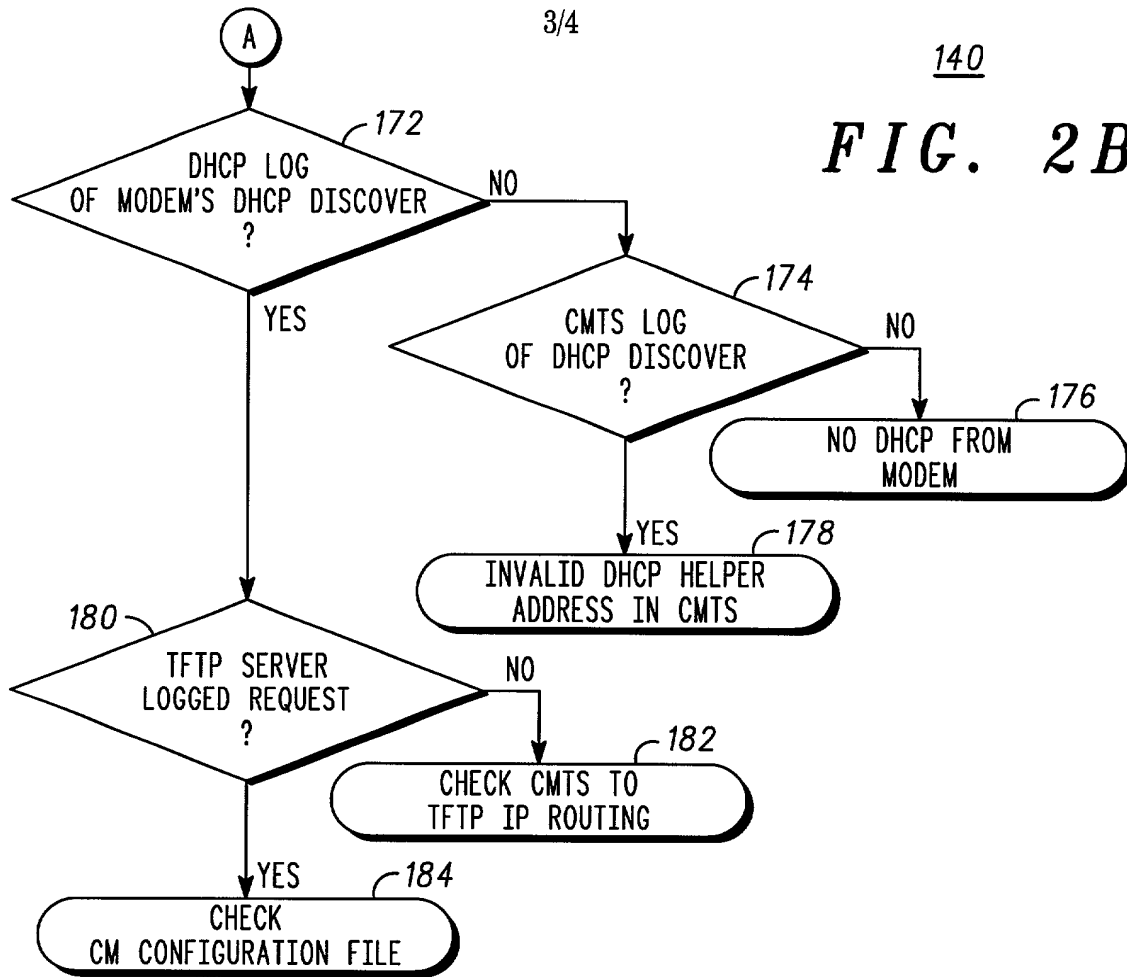


FIG. 3

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CABLE MODEM SERVICE STATUS		
11/05/99	12:45	SERVICE REQUEST INITIATED BY SUBSCRIBER
11/05/99	12:47	SERVICE REQUEST RECEIVED
11/05/99	12:55	DIAGNOSING MODEM.....
11/05/99	13:08	MODEM DIAGNOSIS COMPLETED
11/05/99	13:14	CALLBACK TO 847-576-0547 WILL BE ATTEMPTED
11/05/99	13:18	CALLBACK COMPLETED

FIG. 4

CABLE MODEM SERVICE STATUS		
11/05/99	12:45	SERVICE REQUEST INITIATED BY SUBSCRIBER
11/05/99	12:47	SERVICE REQUEST TIME OUT: UNABLE TO PROCESS
11/05/99	12:47	PLEASE CALL 800-324-1700 FOR CUSTOMER SUPPORT

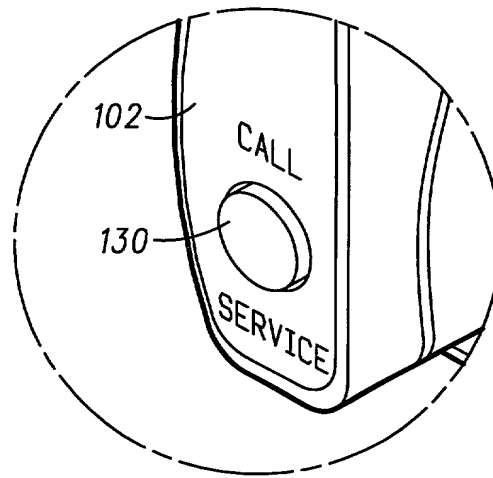
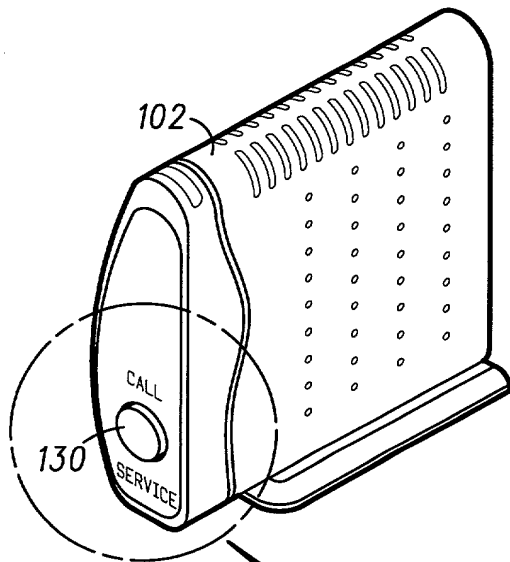


FIG. 6

